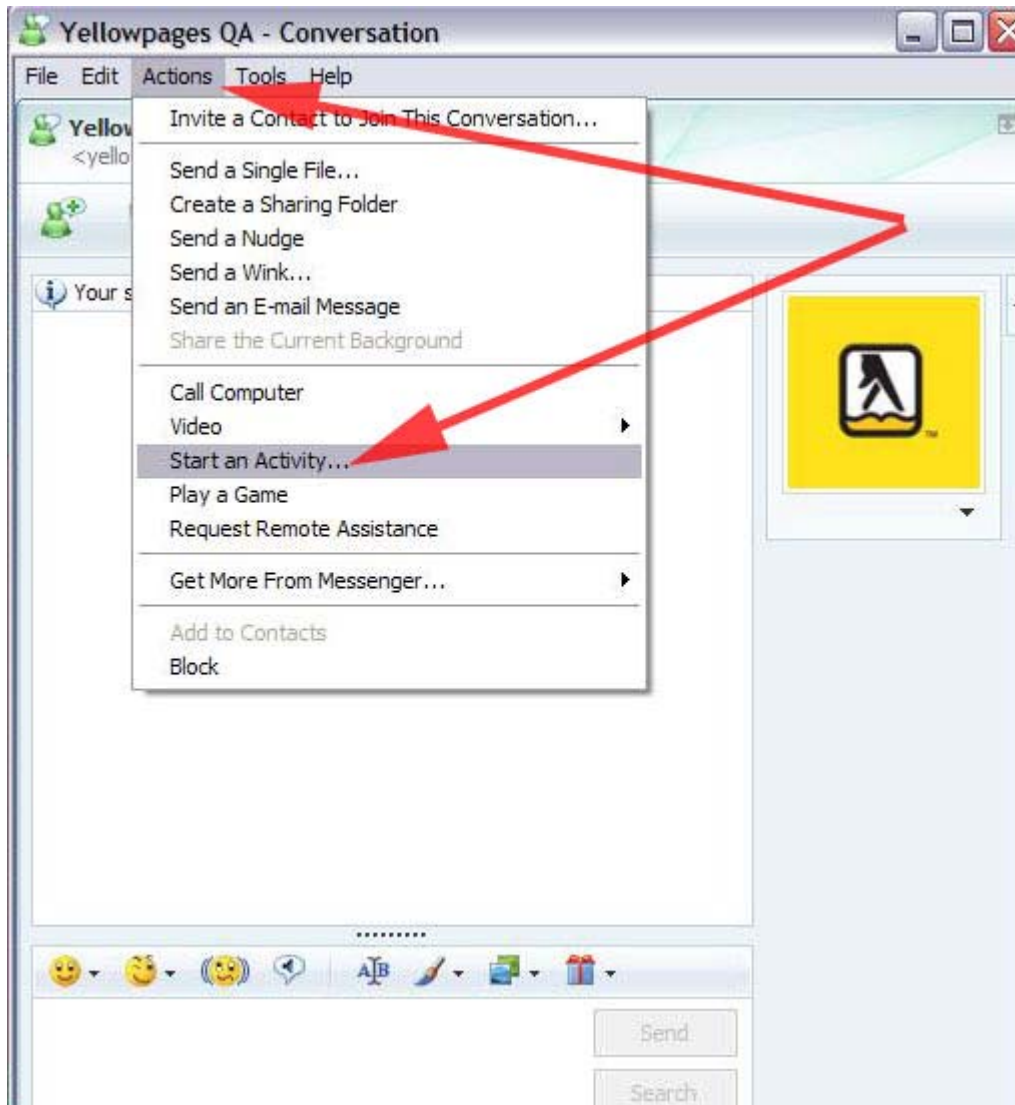
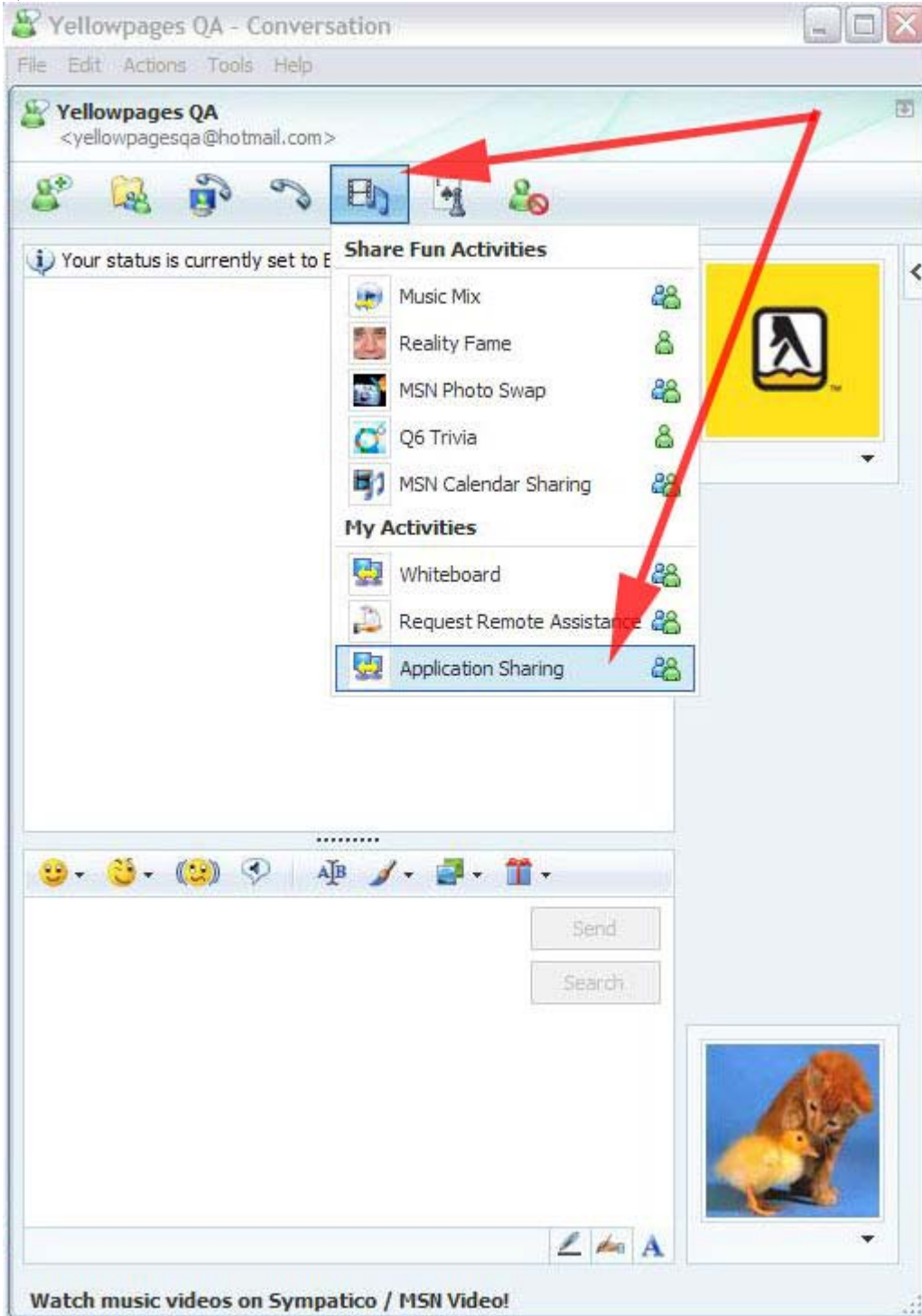


MSN application Sharing instructions:

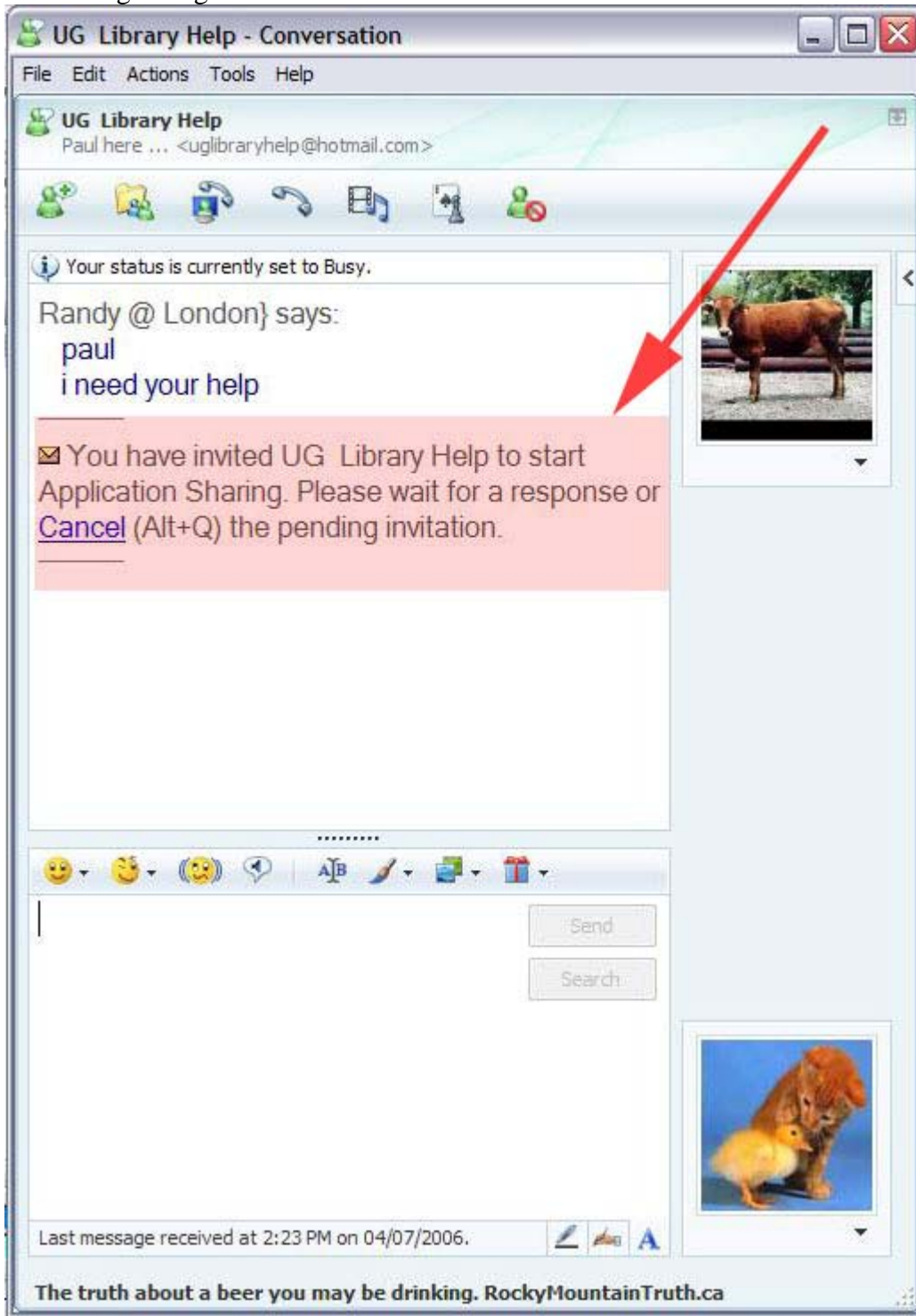
- 1) Begin a conversation with a patron.
- 2) Now, let's assume you would like to share an internet explorer window with the patron so that you can share your browsing with them real-time.
- 3) In the MSN conversation window, click on "ACTIONS" and then choose START AN ACTIVITY.



4) From the START AN ACTIVITY window, choose APPLICATION SHARING.



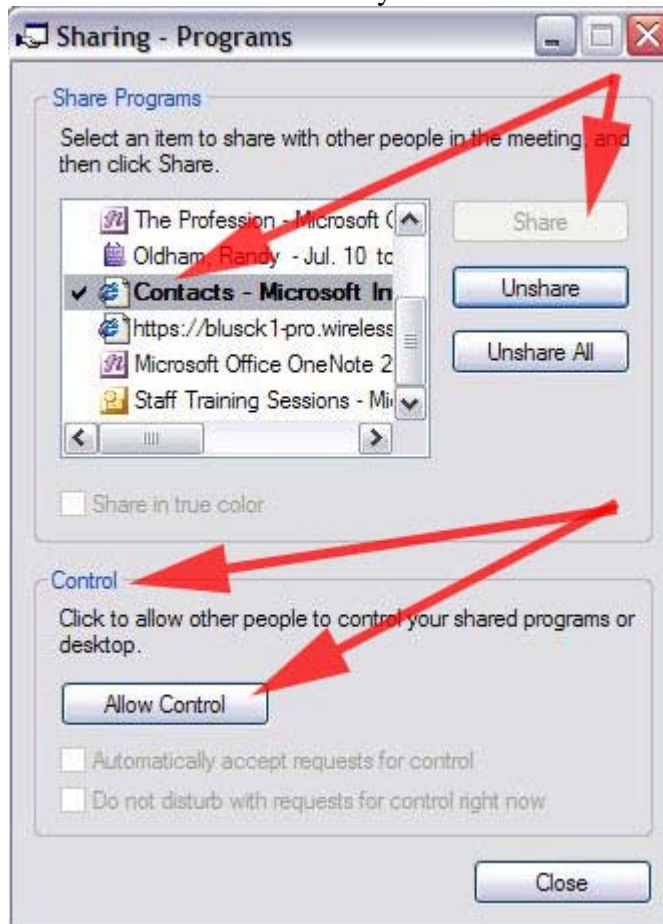
- 5) The patron will then be invited to application sharing. You will see this invitation pop up on your screen. The patron must 'accept' this request for the application sharing to begin.



- 6) After this point, both you and the patron may receive 2 notifications from the WINDOWS FIREWALL about applications trying to access the internet. One will be called RPC client and the other will be called Net Meeting. Ensure that both you and the patron click UNBLOCK for both of these windows firewall notifications.



- 7) A new window will pop up for you which allows you to choose from all of your OPEN windows which ones you would like to share.



You can share ANY

application that you want, but typically for reference you will want to share INTERNET EXPLORER. Now whenever that application which you have chosen to share is open on your desktop, the patron will be able to see it. This is important to note because if you were to open messenger OVERTOP of the internet explorer window that you have chosen to share with the patron, the area covered by the messenger window will be BLACK, so ensure that you always have full view of the application window which you are sharing. Click on the name of the application you wish to share and click the SHARE button. If you would like the patron to be able to INTERACT with the window on your desktop, then ensure you click the ALLOW CONTROL button, and click the AUTOMATICALLY ACCEPT REQUESTS FOR CONTROL. Now click CLOSE. You will not be able to share the application with the patron, and if you ALLOWED CONTROL, the patron will be able to interact with the application as well.

- 8) You may have noticed the other little window that has popped when you began app sharing. This is the tiny window you can use to END the sharing session, and to EDIT the APP SHARING options after you have closed them. If you would like to END the session, click the CLOSE button. If you need to edit which applications you are sharing, or whether or not you are granting the patron control, click the APP SHARING button. To have some fun with WHITEBOARD, click WHITEBOARD.

